

Job Description

Job Title	Customer Emergency Response Team Operator
Level	5
Service	Community Health & Care Services - Registered Services

Job Purpose

To assist the Emergency Response Team in monitoring and responding to a Community Alarm Service, Domestic Abuse and Anti-Social Behaviour alarm service, telephone enquiries, lone worker system, and monitoring of a Public Space CCTV system.



Post Responsibilities :

- To monitor all community alarm, Telecare, security and lone working activations and respond accordingly and in line with agreed protocols;
- To provide the Council with a corporate emergency stand-by service, including emergency council house repairs and roads and lighting faults and to process all such calls as instructed;
- To actively liaise with clients and stakeholders, including Mobile Attendants to deliver an efficient and effective service to all clients of the Emergency Response Team (ERT);
- To maintain accurate records and data using a range of systems;
- To record and log all incidents as instructed;
- To monitor as appropriate the images being received from CCTV cameras and report issues in line with agreed protocols;
- To ensure at all times the security of the Emergency Response centre and only allow authorised persons to access;
- To carry out such other duties consistent with the post as may be required by the Emergency Response Team Supervisors, Customer Services Officer, Customer Services and Organisational Development Co-ordinator, Manager or the Head of Employee and Customer Services

Possession of:

- Three standard grades or equivalent/SVQ level 2 in a relevant discipline or ability to demonstrate relevant work experience

Substantiated ability to:

- Meet the standards of performance required under the Values and Behaviors of South Ayrshire Council's Competence Framework
- Work in a fast paced environment using a range of ICT systems.
- Ability to problem solve and use own initiative.
- Work under pressure.
- Work in a positive, respectful and supportive manner in dealing with customers, colleagues and stakeholders.
- Meet the standards required under the Values and Behaviours of South Ayrshire Council



- Successful applicants will be required to work evenings and overnight shifts throughout the week to provide 24/7 cover within South Ayrshire Monitoring Station.

Demonstrable experience of:

- Ability to demonstrate good communication skills both verbally and written
- Good computer and keyboard skills

